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ABSTRACT

In spring 1995, William Rainey Harper College in Illinois conducted a survey of students currently enrolled in Continuing Education Computer Training. The purpose of this study was to gather data on the characteristics and perceptions of students regarding benefits of the courses, as well as information on how students heard of the courses and enrolled. Surveys were administered during classroom time, resulting in 196 completed surveys. Study findings included the following: (1) 68% of the respondents were female and the average age was 45, older than the average age of 39 for all continuing education students; (2) 45% were mid- to upper-level management, professionals, or self-employed; (3) the most effective marketing techniques were sending the college course schedule to respondents homes, cited by 51.5%, and mailing out course brochures, cited by 48%; (4) 55% were taking the course to upgrade skills at a present job, while 30% were preparing for a better or new job; (5) 64.7% thought that their course was very beneficial to their goals, while 25.4% thought that it was somewhat beneficial; (6) 90% indicated that they would recommend the course to others; and (7) 78% registered for the course by talking to a live person, 20% by touch-tone telephone, and 2% by fax. The survey instrument is appended. (BCY)

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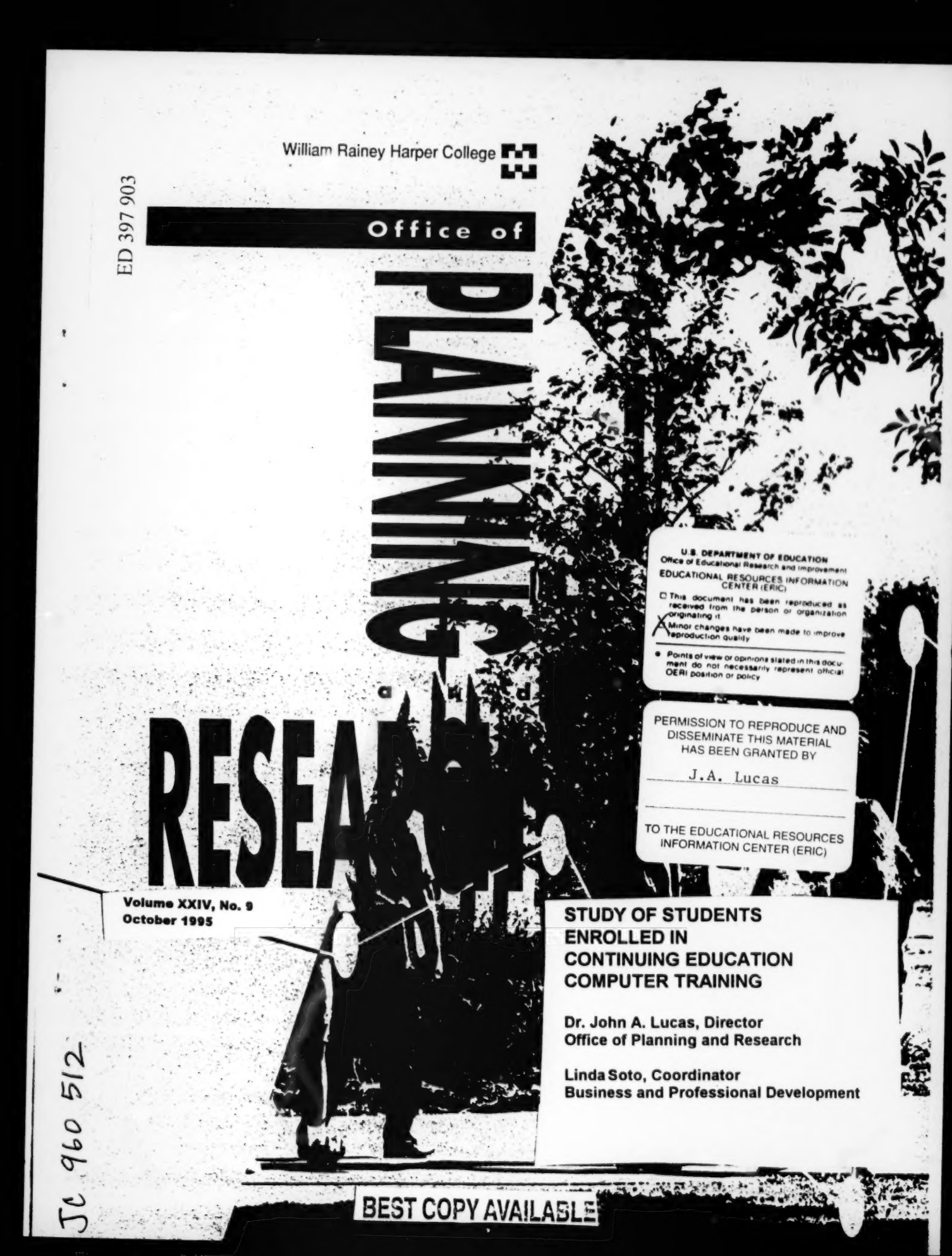

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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STUDY OF STUDENTS ENROLLED IN CONTINUING EDUCATION COMPUTER TRAINING

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JC 960 512

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ABSTRACT

The purpose of this study was to survey students currently enrolled in Continuing Education Computer Training to determine the types of students enrolling, what benefit they were receiving and how they heard about the program and how they registered.

A survey instrument was developed jointly by the Office of Planning and Research and the Coordinator of Business and Professional Development. It was administered during a variety of computer training classes and 196 completed surveys were obtained.

Results of the survey showed that the largest market being served are beginning computer students. For a majority, this was their first computer class and an even larger majority have taken computer classes only at Harper College.

The most effective marketing technique for these students was the semester schedule or brochures mailed directly to their homes. More than three quarters of the students registered for the class by telephone talking to a live person. At the same time, over half said they asked for extra information at the same time they were registering. This may explain why so few use the more automated means of registration.

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Purpose

The purpose of this study was to survey students currently enrolled in Continuing Education Computer Training to determine the types of students enrolling, what benefit they were receiving, and how they heard about the program and how they registered. The information gathered was to be used as part of the Program Review process. The survey was requested by the Coordinator of the Business and Professional Development Department.

Business and Professional Development Computer Training

Methodology and Population Surveyed

The survey instrument shown in the Appendix was developed jointly by the Office of Planning and Research and the Coordinator of Business and Professional Development. The instrument was administered during classroom time in a variety of courses and seminars offered by the department during the spring 1995 semester. A total of 196 completed surveys were returned.

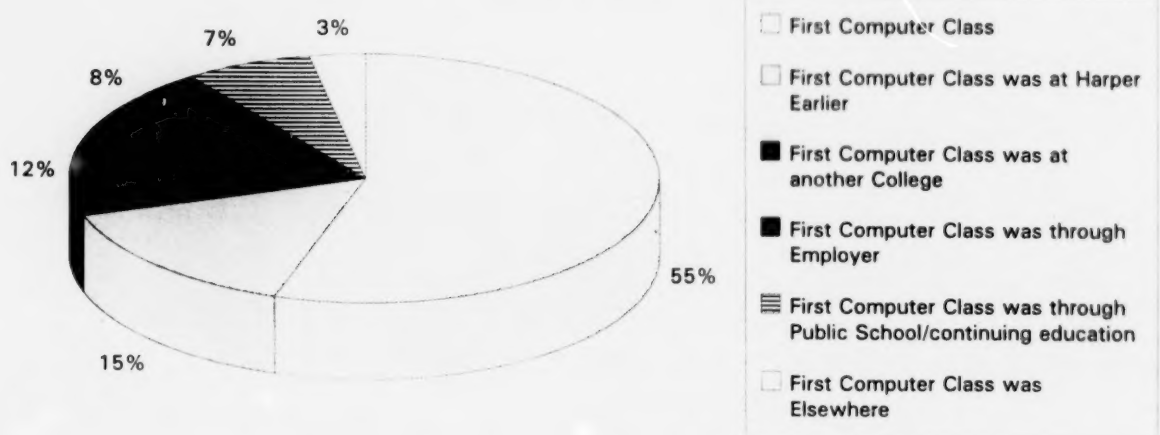
In looking at the profile of the respondents, 68 percent were female which is the norm for all continuing education offerings. The mean age was 45 which is considerably older than the average age for all continuing education offerings which is 39. Less than half (42%) were attending one-day seminars while 58 percent were attending extended training offerings. Almost half (45%) were mid to upper management or professional or self employed. Another third were support level employees and 6 percent are retired.

Some 7 percent are unemployed which is above the unemployment rate for the community. This would indicate that for an unemployed person computer courses are an attractive alternative for getting back into the job market. The final 5 percent are not employed, by choice.

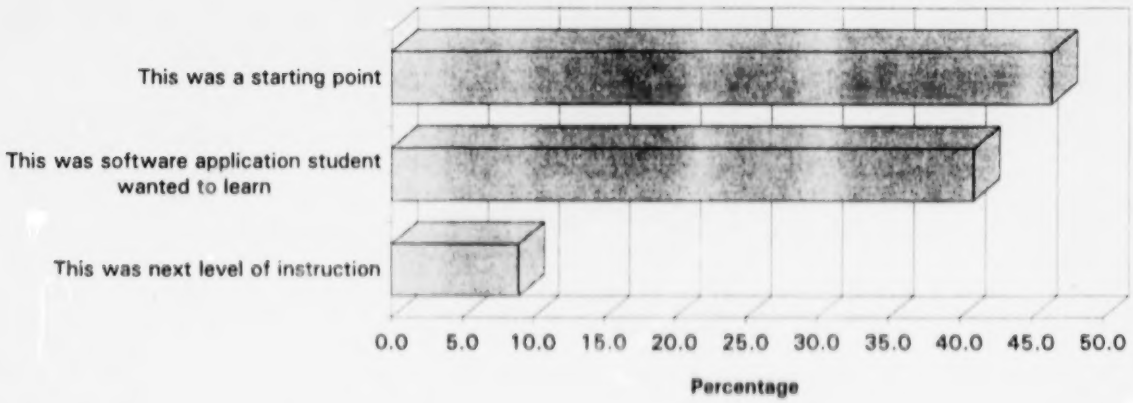
Major Conclusions

The largest market being served are beginning computer students. For a majority this was their first computer class and an even larger majority have taken computer classes only at Harper College.

Where Students Took Their First Computer Class

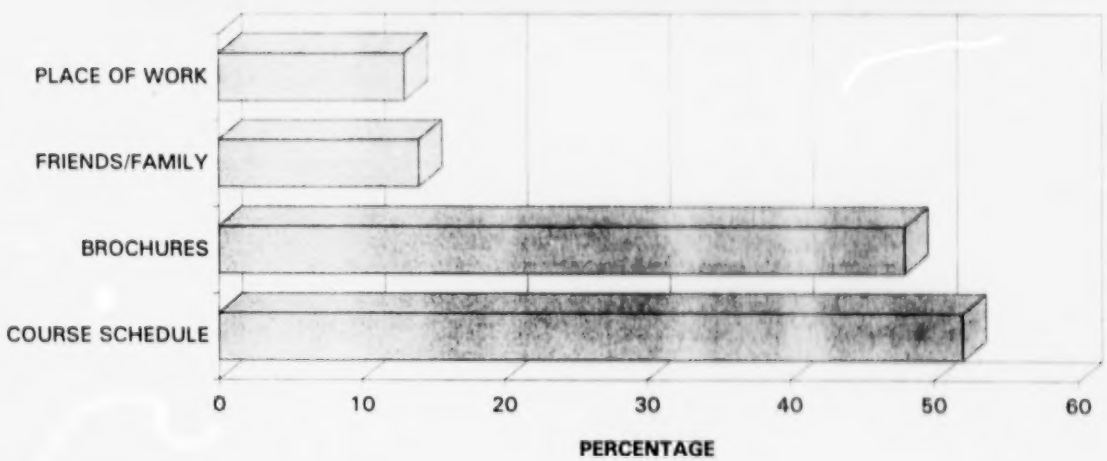


Driving Force for Enrolling in Computer Class

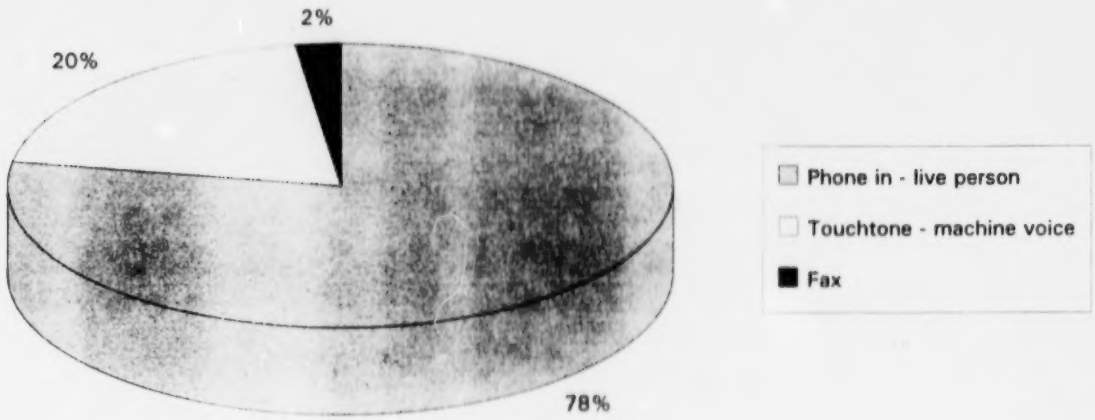

This was a starting point
This was software application student wanted to learn
This was next level of instruction
0.0 5.0 10.0 15.0 20.0 25.0 30.0 35.0 40.0 45.0 50.0
Percentage

The most effective marketing technique for these students was the semester schedule or brochures mailed directly to their homes. More than three quarters of the students registered for the class by telephone talking to a live person. At the same time over half said they asked for extra information at the same time they were registering. This may explain why so few use the more automated means of registration.

HOW STUDENTS FOUND OUT ABOUT HARPER'S COMPUTER CLASSES



How Students Registered for Class



Did Students Ask for Extra Information at the Time They Registered?

Discussion of Results

Over half (55%) were taking this Computer Training Continuing Education offering in order to upgrade their skills on their present job while half were taking this course or seminar to improve their computer skills for home use. Some 30 percent were preparing for a better or different job. Another way to look at why students enrolled was that 46 percent saw this offering as a starting point for computer training while another 41 percent chose this seminar or course because they wanted to learn a specific software application.

Over 30 percent of these students had taken computer courses elsewhere and these were at a variety of locations. Among this group, 41 percent had taken computer offerings at another college, 28 percent through their employer and 24 percent through public school continuing education programs. For 55 percent of these students, this was their first computer class and almost all will continue to take more.

Discussion of Results (cont'd.)

In terms of evaluation of these computer offerings, almost two thirds found them very beneficial and all found them at least somewhat beneficial or were just taking the course or seminar for their own personal benefit. Ninety percent said they would definitely recommend this offering to others. The length of the offerings was judged to be about right and the day of the week, the dates, and the starting and ending times were said to be convenient. They also agreed there was the right emphasis on each of the instructional delivery systems. It must be remembered that these ratings were provided by students who did enroll in these offerings. Others in the community not enrolled may not have judged these courses or seminars to be so convenient or so helpful and may or may not be the reason they did not enroll.

The most common way students learned about these computer offerings at Harper was through the course schedule mailed to their homes (52%) or through brochures mailed to their home (48%). Information received through family and friends (14%) and received at their workplace (13%) was lest effective.

Students registered for these classes in three ways -- 1) by telephone talking to a live person (78%), 2) by touch-tone responding to a machine voice (20%), and 3) by fax (2%). Whichever way they registered, the vast majority found it easy and satisfactory. Over half (52%) wanted to ask for extra information at the same time they registered. This may explain why such a high percentage prefer to register with a live voice and may suggest limits to automated registration techniques. Almost all were satisfied with the information they requested. Some 59 percent registered for only one class. Among those who did want to register for multiple classes, the vast majority found they could do it without problems.

Survey of Students Enrolled in
Continuing Education Computer Training

A-

Gender	N	PCT
Male	62	31.6
Female	132	68.4
Total	196	100.0

B-

Age	N	PCT
18 - 25	10	5.1
26 - 35	30	15.3
36 - 45	58	29.6
46 - 55	64	32.7
Over 55	34	17.3
Total	196	100.0

C-

Student	N	PCT
- One-day seminar	81	42.4
- Extended training	110	57.6
Total	191	100.0

D-

Current Level of Employment	N	PCT
- Support staff, clerical, secretarial level	43	23.4
- Mid-management level	37	19.3
- Administrative level	32	16.7
- Lower management/production level	14	7.3
- Unemployed	14	7.3
- Retired	12	6.3
- Self-employed	12	6.3
- Professional	8.5	4.4
- Homemaker	5	2.6
- Volunteer worker	4.5	2.3
- Sales	3	1.6
- Hotel/Food Service	2	1.0
- Full-time student	1	.5
- Armed Services	1	.5
- Labor	1	.5
Total	192	100.0

E-

Main Reason Student Enrolled in Course or Seminar	N	PCT of 194
- To improve or upgrade skills for present position	106	54.6
- To improve computer skills for home personal computer	97	50.0
- To improve or upgrade skills for better or different job	59	30.4
- To improve computer skills for home-based business	35	18.0
- To help in obtaining job	33	17.0

F-

Driving Force for Enrolling in Course or Seminar	N	PCT
- It was the starting point	90	46.4
- It was the software application student needed to learn	79.5	41.0
- It was the next level of instruction	17.5	9.0
- Employer recommended student to enroll	4	2.1
- Recommended by a former instructor	2	1.0
- Refresher Course	1	.5
Total	194	100.0

G-

Students Took Courses for Computer Training Elsewhere	N	PCT
- Yes	59	30.4
- No	135	69.6
Total	194	100.0

H- How Student Learned About Harper College Computer Course Offerings

	N	PCT of 196
- The Harper College course schedule (Newsprint)	101	51.5
- Brochure received at home	94	48.0
- Friends or family provided information	27	13.8
- Literature received at place of work	26	13.3
- At another school	2	1.0
- Knew faculty member	2	1.0
- Personal inquiry	1	.5
- Announcements in local newspaper or radio	1	.5
- Career Center at Harper College	1	.5
- In another class at Harper College	1	.5

I- Where Students Have Taken Computer Coursework

	N	PCT
- At a college	22	40.7
- Through employer	15	27.8
- Local public school continuing education	13	24.1
- Computer retail store	2	3.7
- Local library or park district	2	3.7
Total	54	100.0

J- Colleges Where Students Have Taken Previous Computer Courses

	N	PCT
- Roosevelt	7	31.8
- Northern Illinois University	3	13.6
- Oakton Community College	2	9.1
- Triton College	1	4.6
- College in Virginia	1	4.6
- Elgin Community College	1	4.6
- William Patterson College	1	4.6
- Milwaukee School of Engineering	1	4.6
- University of California/Irvine	1	4.5
- Illinois State	1	4.5
- University of Wisconsin/Parkside	1	4.5
- College of Lake County	1	4.5
- Northwestern Business School	1	4.5
Total	22	100.0

K- Future Plans for Computer Training

	N	PCT
- Was first class -- plan to take more	102	53.4
- Plan to take other classes but not on regular basis	87	45.5
- This was first class -- will not take any more -- will be able to teach self	2	1.1
Total	191	100.0

L- Rating of How Beneficial Class Was

	N	PCT
- Was very beneficial to goals of student	117	64.7
- Somewhat beneficial to goals of student	46	25.4
- Not beneficial	0	0
- Class taken for personal interest/does not apply	18	9.9
Total	181	100.0

M- Opinion About Length of Course or Seminar

	N	PCT
- Number of hours per session was about right	130	71.0
- Number of hours per session was too long	26	14.2
- Number of hours per session was too short	12	6.6
- Course should meet two times per week instead of once	12	6.6
- Seminar should meet for two days instead of only one	3	1.6
Total	183	100.0

N- Convenience of Course or Seminar with Regard to Day of Week or Date of Session

	N	PCT
- Very convenient	81	42.2
- Convenient	80	41.6
- Neutral	28	14.6
- Inconvenient	3	1.6
- Very inconvenient	0	0
Total	192	100.0

O- Convenience of Course or Seminar with Regard to Start or Ending Time

	N	PCT
- Very convenient	77	39.9
- Convenient	86	44.5
- Neutral	25	13.0
- Inconvenient	5	2.6
- Very inconvenient	0	0
Total	193	100.0

P- Would Student Recommend Class to Another Potential Student

	N	PCT
- Yes	172	89.6
- No	2	1.0
- Not sure	18	9.4
Total	192	100.0

Q-

Rating of Components of Course or Seminar	N	Average Degree of Emphasis*
- Lecture/Presentation	177	+.03
- Visual demonstrations	167	- .04
- Resource/Text materials	171	- .04
- Additional handout materials	152	- .06
- Hands-on practice/activities	176	- .07

* Degree of Emphasis: + 1 = too much emphasis
- 1 = too little emphasis
0 = right amount of emphasis

R-

How Student Registered	N	PCT
- Phone-in, responded to a person	145	78.0
- Touch-tone telephone - responded to machine	37	19.9
- By FAX	4	2.1
Total	186	100.0

S-

Outcome of Registering by Touch-tone Telephone	N	PCT
- Easy	47	85.5
- Hard to reach a person when needed	3	5.5
- Process too complex	1	1.8
- Got cut off	1	1.8
- Could not pay over the telephone/had to come to campus	1	1.8
- Took several phone calls to work properly	1	1.8
- Given much mis-information	1	1.8
Total	55	100.0

T- All Who Registered by FAX Found it Easy

U- Evaluation of Registering by Telephone -- Talking to a Person

	N	PCT
- Helped quickly and pleasantly	126	82.3
- Kept waiting but helped pleasantly	22	14.4
- Almost gave up registering because it was so difficult	3	1.9
- Helped quickly, but not so pleasantly	1	.7
- Kept waiting and not helped pleasantly	1	.7
Total	153	100.0

V- Multiple Class Registration Process

	N	PCT
- Only wanted to register for one class	111	59.4
- Wanted to register for multiple classes	76	40.6
Total	187	100.0

W- Outcome of Desire to Register for Multiple Classes

	N	PCT
- Registered for multiple classes and was ready to pay total bill all at once	68	89.5
- Registered for multiple classes and was willing to make a partial payment for the first class	6	7.9
- Did not register for multiple classes but was unable or unwilling to pay for all classes up front	2	2.6
	76	100.0

X- Ability to Register for All the Classes Desired

	N	PCT
- Was able to register for all classes desired	158	88.3
- Some classes desired were filled	14	7.8
- Student did not want to pay for all the classes desired up front but will try again	6	3.3
- Student did not want to pay for all the classes desired up front and will not register for classes again	1	.6
	179	100.0

Y- Was Extra Information Asked for When Student Registered

	N	PCT
- Yes and customer assistance was responsive and correct	89	50.0
- Yes but customer assistance was not responsive nor correct	4	2.2
- No	85	47.8
Total	178	100.0

Z- - Eighty-four Students or 43 Percent of the Respondents provided additional comments.
- Thirteen said the survey was given too early in the class to give a meaningful response.
- Eight gave comments on the text either more advanced notice is needed to alert student or it should be easier to purchase text.

Additional Comments

- When I registered by telephone I had to make a separate call to pay. It would be more convenient if you could register and pay at same time by using a credit care.
- I hope you add additional courses on subject matter - extending practice techniques - as everything in introductory classes cannot be covered.
- Class moves too slow -- speed up teaching.
- Not notified that we needed to purchase a book for class -- also was not noted in the Newsprint.
- It was a starting point. It was the software application that I needed to learn.
- I was originally told I could skip this class. Then I took a one-day seminar and was told I needed to take this before another class I wanted.
- Excellent course and excellent instructor.
- Would suggest that students be reminded of next text and that same be available for purchase at Center. Great windows instructor - S. Keilor.

Additional Comments (cont'd)

- Employed part time.
- The brochure did not state clearly enough that books were needed.
- Enjoyed the class tremendously. The teachers was very good.
- Unemployed.
- Touch-tone registration - responded to machine voice.
- Plan to take other classes at Harper College but not on a regular schedule.
- Last time they canceled the class for not enough enrollment.
- This course should meet two times a week instead of only one.
- Basically I feel I have had good instructors when taking class. Would prefer more hands-on time in classroom for computer classes. Not having my money spent to fill out your forms.
- Too early to tell.
- Spend class time filling out surveys instead of learning something.
- Class 6-10:00 p.m. Friday nights - there is so much time wasted. First class 45 minutes listening to everyone tell about themselves. Class two - it is now 6:20 p.m. and we have not started because we are filling out this form. Either make the classes shorter or teach more. I did not pay to sit and wait.
- Pleasant experience.
- Class taken for personal interest. Go 6 classes less hours per class. Would have started earlier if classes were not filled. Like the idea of taking a worksheet and doing it as a class. This is a great help.
- Instructor was very patient.
- Why was I charged for another parking permit when I already have one? The lab fee costs as much as the class. For this reason the purchase of an additional text should not be required. This is my third course. The instructors were understanding when I explained why I did not want to spend more money on more books. My employer does not pay for any classes so all fees and books are my own responsibility. I wish more handouts were available.
- Instructor had strong background and knowledge in program.
- It is a great way to learn the basic ins and out of computers.
- Class should meet for two weeks - second week could be used for hands-on and working knowledge.
- Using this and the MicroWorld class to help make word processing decision at work.
- This class should be combined in a 3-day training course or 4 days to add 6.1 advanced course. so we don't forget all we learned the first class and attend the advanced in a month.
- Very good instructor -- Kathy Mindrup.
- Like the professor's mannerism, very helpful, thoughtful and considerate of those who were inexperienced.
- I don't know at this time. This is my first class, I registered in person.
- Class taken for personal interest. This course should meet two times a week instead of only once.
- So far, so good -- only second class.
- The numbers of hours per session were too long. The number of hours in another session were the right amount of time. Nice to have just four classes. But for registration, the telephone was busy constantly.
- Too early in the course to respond to many of the survey questions.
- Use amplified PA system for teachers to help hearing impaired students. I do not need ASL interpreters - just more amplification from the teachers.
- Uncertain at this time.
- It is too soon to fill these out honestly and objectively.
- Re registration - phone in - responded to a person.
- To improve computer skills for my personal gratification. It was the software application I wanted to learn. My fifth class - may take more. This seminar should meet for 4 days instead of only two.
- Registered in person.
- Great fun and interesting - I want to learn more!
- Heard QUARK was being used more than Pagemaker. Later I had to register for the advance courses and there was some confusion because the number to call and place to FAX to were different than the original number. This was not written in the brochure/schedule that I could see. Not a huge deal though.

Additional Comments (cont'd)

- Classes of QUARK with advanced features after Advanced QUARK.
- I plan to take additional classes in Photoshop and Illustration. This course should meet two times a week instead of only once.
- Not enough emphasis on practical functions a person would be using regularly. Class moved very slow.
- One day seminar student and extended training student.
- It was the next level of instruction and it was the software application that I needed to learn.
- Would be nice if books were available at the Center.
- Talked to someone from the Harper NEC Center re registration. Not sure about this class since it is only the second week. Class time is good -- no earlier.
- Someone else did the registering for me.
- Employment - support staff, clerical or secretarial and full-time student.
- Class 8:45 to 4:30 p.m. too long.
- Very useful class.
- It was the next level of instruction and it was the software application that I needed to learn.
- Very good class - teacher well prepared.
- Kathy Mindrup was an excellent teacher.
- Class time 6:30 - 9:30 p.m. recommended - thus reduce rate for less time. Power Point was canceled due to low enrollment. I am interested in taking Excel next.
- No written or verbal instructions - on the course book - a big gray area.
- Then had to come in person to register - system for registration was very poor. I think that for a College they have a lousy system for registering. Also, no one tells you what books to buy. When I came to the bookstore I did not know my course number and it was very difficult for the operator to give me information - said it was confidential - she was also rude.
- I asked if the instructor would bring textbooks to class for me to purchase. I was told YES - not correct.
- Classes were beneficial - the other classes were full during the day.
- Classes were full.
- The number of hours per session were too short. This course should meet two times a week instead of only once.
- Learned on job - on-line. Prerequisite for later classes (Intro to Windows) and (Intro to Lotus 123) were both into to P.C.
- Although I have very limited knowledge of computers, I feel this class will be very beneficial to me now and in the future.
- It would be more helpful if we were notified prior to the first class that we needed a textbook for the class.
- Need to improve information about registering - people on telephone are not pleasant or well informed.
- Too soon to answer questions 10, 11, 15.
- Customer assistance was very helpful.
- This survey was taken only after one week of class and is really unfair to have completed it at this time.
- Class not completed yet - too soon for survey.
- Only had one class -- this survey should be taken at the end of the class.
- Too early to say
- Too early in course to say -- cannot answer -- only second class.
- Registered in person.
- Great continuing education programs - keep it up!
- One day seminar students and extended training student. Keep this instructor for future classes - Karen Zmrhal.
- Might be too basic for some.
- Saturdays a good time.
- Look forward to next class
- Employment -- Volunteer worker
- NAS Glenview is scheduled to close - I am scheduled to take Lotus 123 where I work. A listing of the various commands would have been helpful to me.

APPENDIX

- Survey Instrument

SURVEY OF STUDENTS ENROLLED IN CONTINUING EDUCATION COMPUTER TRAINING

In order to develop a consumer composite of the students enrolled in our classes, we ask that you complete the following questions:

1- Gender
_____ A. Male
_____ B. Female

2- Age
_____ A. 18 - 25
_____ B. 26 - 35
_____ C. 36 - 45
_____ D. 46 - 55
_____ E. Over 55

3- Type of Student
_____ A. One-day Seminar Student
_____ B. Extended Training Student

4- Current level of employment - Check (x) one
_____ A. Administrative Level
_____ B. Support staff, clerical or secretarial level
_____ C. Mid-management level
_____ D. Lower management/production level worker
_____ E. Retired
_____ F. Volunteer worker
_____ G. Full-time student
_____ H. Unemployed
_____ I. Other - Specify - _____

5- The *main reason/s* you enrolled in this course or seminar. Check (x) all that apply.
_____ A. To improve computer skills for home personal computer
_____ B. To improve or upgrade skills for present job
_____ C. To improve or upgrade skills for a better or different job
_____ D. To help in obtaining a job
_____ E. To improve computer skills for homebased business

6- Decided to enroll in this course or seminar because - Check (x)-one.
_____ A. It was the starting point.
_____ B. It was recommended by a former instructor
_____ C. It was the next level of instruction
_____ D. It was the software application that I needed to learn
_____ E. Other - Specify - _____

7- Learned about Harper College computer course offerings - Check (x) all that apply.
_____ A. From a brochure received in home
_____ B. From the Harper College course schedule (newsprint)
_____ C. From literature received at my office
_____ D. Friends or family provided information
_____ E. Announcements in the local newspaper or radio
_____ F. Other - Specify - _____

8- Have you ever taken courses for computer training elsewhere? Check (x) one.
_____ A. No
_____ B. Yes If Yes, where?_____

9- Identify your plans for computer training. Check (x) one.

_____ A. This was my first class and I am not taking any more.
Why?_____

_____ B. This is my first class - I will enroll in more classes.

_____ C. Plan to take other classes at Harper College but not on a regular schedule.

10- Based on other classes you have taken, would you say that - Check (x) one

_____ A. This class was very beneficial to my goals.

_____ B. Somewhat beneficial to my goals.

_____ C. Not beneficial.

_____ D. Class taken for personal interest - question does not apply.

11- What is your opinion about the length of this course or seminar? Check (x) one.

_____ A. The number of hours per session were too long.

_____ B. The number of hours per session were too short.

_____ C. The number of hours per session were the right amount of time.

_____ D. This course should meet two times a week instead of only once.

_____ E. This seminar should meet for two days instead of only one.

12- With regard to the day of the week or date of the session, how convenient was the offered course or seminar? Check (x) one.

_____ A. Very convenient

_____ B. Convenient

_____ C. Neutral

_____ D. Inconvenient

_____ E. Very inconvenient

13- With regard to the start or finishing time of this offering, how convenient was the time of this course or seminar? Check (x) one.

_____ A. Very convenient

_____ B. Convenient

_____ C. Neutral

_____ D. Inconvenient

_____ E. Very inconvenient

14- Would you recommend this class to another potential student? Check (x) one.

_____ A. Yes

_____ B. No

_____ C. Not sure

15- **Course or Seminar Components:** **Rate the Degree of Emphasis - Check (x) one column for each item.**

	Too Much Emphasis	Right Amount of Emphasis	Too Little Emphasis	Not Applicable
A. Lecture/Presentation	_____	_____	_____	_____
B. Hands-on practice/activities	_____	_____	_____	_____
C. Visual demonstrations	_____	_____	_____	_____
D. Resource/text materials	_____	_____	_____	_____
E. Add'l. handout materials	_____	_____	_____	_____

16- How did you register? Check (x) one.

_____ A. By FAX

_____ B. Touchtone Telephone - responded to machine voice

_____ C. Phone in - responded to a person

17- If you registered by Touchtone Telephone, was the process - Check (x) one.

_____ A. Easy

_____ B. Difficult - Please explain the problem:_____

_____

18- If you registered by FAX, was the process - Check (x) one.

_____ A. Easy

_____ B. Difficult - Please explain the problem:_____

_____

19- If you registered by telephone, were you - Check (x) one.

_____ A. Helped quickly and pleasantly.

_____ B. Helped quickly but not so pleasantly.

_____ C. Kept waiting and helped pleasantly.

_____ D. Kept waiting and not helped pleasantly.

_____ E. Almost gave up registering because it was so difficult.

20- Did you register for more than one class at the same time? Check (x) one.

_____ A. Yes - Was ready to pay total bill all at once.

_____ B. Yes - Was willing to make a partial payment for the first class.

_____ C. No - Only wanted to register for one class

_____ D. No - Wanted to register for more than one class but was unable or unwilling to pay for all classes up front.

21- Were you able to register for all the classes you desired to take? Check (x) one.

_____ A. Yes

_____ B. No - the other classes were full

_____ C. No - I did not want to pay for all the classes I wanted up front, but I will register later as I can.

_____ D. No - I did not want to pay for all the classes I wanted up front, and will not register for other classes later.

22- Did you ask for extra information about the class when you registered? Check (x) one.

_____ A. Yes - and customer assistance was responsive and correct.

_____ B. Yes - but customer assistance was not responsive and not correct.

Who helped you?_____

_____ C. No

23- Additional Comments:_____

_____

_____

Operational Staff:

Janice Cook, Administrative Secretary
Cal Meltesen, Research Analyst
Karla Hill, Research Clerk
Susannah Swift, Clerk
Donna Woodruff, Clerk

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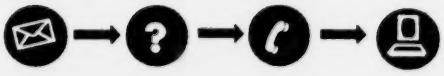

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